



EMPLOYMENT OPPORTUNITY

Human Resources Division
#1 Gary K. Anderson Plaza, Decatur, IL 62523
Phone: (217) 424-2805 • www.decaturil.gov
An Equal Opportunity Employer

10/26/10

COMPUTER AIDED DISPATCH (CAD) SYSTEM COORDINATOR

ANNUAL SALARY TO: **\$43,300 - \$57,150**
With growth potential to \$71,000 DOQ

APPLICATION DEADLINE: **Open Until Filled**

SCOPE OF WORK: This position has primary responsibility for the maintenance of the Emergency Communications Center's Computer-Aided Dispatch System (CAD). It is also responsible for maintaining a variety of database files; creating tables and user defined data entry screens; creating and maintaining location/address files; customizing and maintaining an electronic mapping system and training and assisting the system's users.

REQUIRED KNOWLEDGE AND SKILLS

1. Bachelor of Science degree in computer science, information systems, systems analysis or related field and a minimum of two years demonstrated database or public safety computer aided dispatch experience; or an equivalent combination of education and experience. Sungard Public Sector or similar system coordinator training is highly desirable. State of Illinois LEADS certification is required.
2. Extensive knowledge and understanding of Police/Fire/EMS Dispatch and Records functions as they relate both to each other and to CAD/RMS software applications.
3. Knowledge of personal computers, both hardware and software, including the ability to rapidly learn new operations/applications.
4. Knowledge of current computer operating systems including Windows, Windows Server, and Microsoft SQL Server; also knowledge of computer data networks and their functions.
5. Knowledge of and/or ability to learn the functions of and maintain an IBM iSeries Database Manager.

6. Ability to work effectively with numerous end user agencies to adapt CAD/RMS software and mapping applications to their specific needs and to update and maintain related database files.
7. Strong problem-solving skills; ability to think clearly and logically; ability to work under pressure.
8. Ability to communicate clearly and concisely both orally and in written form.

MAJOR DUTIES

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

1. Administers, host, server and client components of the Public Safety network to ensure system availability 24 hours per day, 365 days per year. Monitors system performance and takes appropriate action to ensure system availability, integrity and reliability.
2. Updates and maintains database files in the CAD system including Police/Fire/EMS unit files, location and address files, personnel files, and miscellaneous other related files.
3. Maintains a computer network including multiple servers, workstations, and mobile data computers.
4. Troubleshoots and repairs minor computer software/hardware problems.
5. Maintains a variety of database files; creates data tables and user-defined data entry screens.
6. Manages and maintains the Mobile Data Computer subsystem, to include system operations, coordination of maintenance with vendor sources, training, upgrade and documentation.
7. Serves as primary contact person for public safety staff for all MIS services involving the iSeries computer hardware and software procedures and problems, to include operating systems, databases, and application software. Solicits the assistance of MIS division and/or vendor technical specialists on activities outside area of expertise.
8. Is available to solve and correct Mobile Data Computer, iSeries, personal computer and network operating system component problems on a rotating 24 hour on-call basis, including weekends if necessary. This includes carrying and responding to a cell phone on a 24 hour basis as assigned.
9. Assists users in developing software applications at the personal computer level or customizing standard vendor-supplied software packages to increase productivity.

10. Reviews upcoming technology changes, researching equipment needs, and specifications and makes recommendations to management regarding these changes.
11. Participates in educational activities provided, in-house or off-site, to maintain currency with evolving technologies, to master new skills required by advances in microcomputer and network technologies, and to maintain the skills required by the position.
12. Uses knowledge of the streets and addressing structure of the member communities of Macon County in order to: a) create and maintain location/address files and; b) to customize and maintain an electronic mapping system.
13. Adapts CAD/RMS software applications to end-user agencies' specific needs; updates and maintains related database files.
14. Monitors system use and recommends revisions to processes, procedures and operations.
15. Trains and assists the system's users.
16. Develops user documentation, and prepares electronic and manual statistical reports as needed.
17. Acts as the Department's LEADS Coordinator.
18. Performs other work tasks as required.

BENEFITS

Include paid sick, vacation and holiday leave; health and life insurance; Illinois Municipal Retirement Fund participation; and optional dental insurance and deferred compensation.

RESIDENCY

Residency within the corporate limits of Macon County or within fifteen (15) miles of the corporate limits of the City of Decatur must be established within twelve (12) months after appointment.

This position is appointed by the City Manager and reports to the Administrative Operations Lieutenant.

APPLY: Please submit cover letter, resume and salary history with the application form to the address listed below. You may find the application form on our website at www.decaturl.gov.

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